

From: [Bercher, Corey](#)
To: [Perez, Myra](#)
Cc: [Cobb, Derrick](#); [Hayes, Mark](#); [Coltrain, Katrina](#)
Subject: FW: Fwd: Case 45299 and 45316 / please reply
Date: Wednesday, June 03, 2015 3:36:34 PM
Attachments: [image001.png](#)
[image002.png](#)

Hello again Myra,

I spoke with helpdesk and they advised that I export an XML for each individual case number. I will do this beginning with the export tonight with hopes that this will be the solution to our problem.

Thanks,

Corey

From: Whitlee Dean [mailto:wdean9@csc.com] **On Behalf Of** clpssHelpDesk@csc.com
Sent: Wednesday, June 03, 2015 3:15 PM
To: Bercher, Corey
Cc: clpssHelpDesk
Subject: RE: Fwd: Case 45299 and 45316 / please reply

Hi Corey,

Even though both Cases are listed on the file, only Case 45299 uploaded successfully. If you re-export only the files for Case 45316, it should upload with no problems. In the future, it may be best to upload Cases separately.

Please let me know if you continue to have issues.

Thanks,

Whitlee Dean
SMO Portal Data Administrator
CSC

6361 Walker Lane, Alexandria, VA 22310
Civil Division | (p) 703-461-2400 | (f) 703-818-4602 | CLPSShelpdesk@csc.com | www.csc.com

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▼ "Bercher, Corey" ---06/03/2015 03:41:11 PM---Attached is the XML along with the pdf version of the submitted chains that were submitted yesterday

From: "Bercher, Corey" <Corey.Bercher@WestonSolutions.com>
To: clpssHelpDesk@CSC
Date: 06/03/2015 03:41 PM

Subject: RE: Fwd: Case 45299 and 45316 / please reply

Attached is the XML along with the pdf version of the submitted chains that were submitted yesterday. Please let me know what you would like me change for the XML submission tonight.

Also, I will discontinue putting the site name in the description.

Thanks,

Corey

From: Whitlee Dean [<mailto:wdean9@csc.com>] **On Behalf Of** clpssHelpDesk@csc.com
Sent: Wednesday, June 03, 2015 2:23 PM
To: Bercher, Corey
Cc: clpssHelpDesk
Subject: Re: Fwd: Case 45299 and 45316 / please reply

Good afternoon Corey,

Could you please send me a copy of the xml file that you uploaded with the multiple Case numbers? Also, please note that the site name should not be included in the Submission comment section.

Thanks,

Whitlee Dean
SMO Portal Data Administrator
CSC

6361 Walker Lane, Alexandria, VA 22310
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▼ "Bercher, Corey" ---06/03/2015 03:09:52 PM---Hello, I was told by Myra Perez that there has been some trouble with the uploaded xmls from Wilcox

From: "Bercher, Corey" <Corey.Bercher@WestonSolutions.com>
To: clpssHelpDesk@CSC
Date: 06/03/2015 03:09 PM
Subject: Fwd: Case 45299 and 45316 / please reply

Hello,

I was told by Myra Perez that there has been some trouble with the uploaded xmls from Wilcox Oil. If the multiple case numbers per XML may be the problem, should I begin uploading separate xmls for each case number?

Thanks,

Corey

Begin forwarded message:

From: "Perez, Myra" <perez.myra@epa.gov>
Date: June 3, 2015 at 10:58:21 AM CDT
To: "Coltrain, Katrina" <coltrain.katrina@epa.gov>, "Hayes, Mark" <hayes.mark@epa.gov>
Cc: "Cobb, Derrick" <Derrick.Cobb@WestonSolutions.com>, "Bercher, Corey" <Corey.Bercher@WestonSolutions.com>
Subject: Case 45299 and 45316 / please reply

Hello – SMO reported that the xml files are not uploading properly. The sampler must contact the helpdesk.

Message from SMO: . I'm not seeing an upload for Case 45316, and I think that might have to do with the fact that both Cases are in a single xml file. In order to capture both Cases I believe they'll need to be uploaded separately; however, please have the samplers contact the helpdesk at CLPSSHeldesk@csc.com so that we can make sure to get these uploaded appropriately.

Please contact the helpdesk as soon as possible. Today if at all possible.

Thank you.

Myra Perez
R6 CLP RSCC
281-983-2130

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